ordering individual e-book titles, vendor by vendor, license by license
by Gloria Hinojosa - Thursday, 23 March 2006, 09:43 AM

Am wondering about training for clerical staff to order e-resources. that is, we can select, but acquisitions doesn't know how to purchase. I give them info, one vendor at a time as I need to purchase (NetLibrary of gov docs) but they want a "procedure" for how to order e-resources. I have to work under Acquisitions, but they can't won't attempt to deal with licenses or ordering. so far, I have asked the Director (signs all licenses) to sign a license with NetLibrary for single title purchases, and since we already had it as a database, I felt confident recommending a few changes etc. But like you, I just don't have the time to walk it through every time we want to buy an individual title.

Serials handles their own e-journal/database licenses and purchasing, have done it for years, but won't do books. Mono ordering folk don't know how to begin. All I can do is sit down with them every time something needs to be ordered and hope they will learn as they go, but I don't supervise them, can't tell them when to do it, etc. I wonder if anyone else has addressed this issue? I have a form to request e-books, but Acquisitions, doesn't understand and keeps changing.

Also, we don't have electronic resources librarian. But we need one, how do I make my case?

Re: ordering individual e-book titles, vendor by vendor, license by license
by Clint Chamberlain - Tuesday, 28 March 2006, 10:00 AM

Hi Gloria,

Thanks for your question. I'm so sorry for the delay in responding -- just got back to my computer yesterday and had a few emergencies to deal with at work!

An odd part of the structure of my job is that I technically don't handle e-books, and to date have had little experience with them as we haven't acquired a lot of them. We do have a collection of NetLibrary titles, but negotiations for that license were carried out before I started in this position. I'm not sure who handled all those details and, to be honest, I haven't even taken a look at that agreement as my hands have been full with licenses for e-journals and databases.

That said, we're starting to order a few more e-books now that are on another platform, and I have been involved with that. Our acquisitions staff have ordered the e-books, licensing was passed on to me, and cataloging was passed on to our monographic cataloging staff. To be honest, we're not sure yet how we're going to handle the yearly access fees that will come along next year, though, as this particular model involved paying up front once for the content and then paying a yearly access fee afterwards for access to the hosted content. We know we're going to pay for the fees out of either subscriptions or standing orders funds, but we haven't quite decided yet just which way to go.

Our acquisitions staff had no problems with ordering the e-books; they treated them as just any other monographs, albeit with a bit of extra paperwork (the license) that they passed on to me. As I don't supervise them and usually don't work with them directly, I'm not sure why they seemed so comfortable with the process. I'll talk with their supervisor to see if she has any thoughts on the matter and will report back to you.

Does anyone else out there have any thoughts on how to get acquisitions staff more comfortable with the idea of ordering e-resources when they're not accustomed to it?

As for making a case for getting an e-resources librarian, reports showing the amount you're spending on e-resources every year and on the usage stats for those resources would be a good first step. Although the case was made for my position before I got here, I've used reports on expenditures and usage to demonstrate just how important those e-resources are to our community of users, and by extension how important it is to keep someone (i.e. me) around to manage them. It also helped get the point across when we could show declining use of print materials -- and once we implemented our OpenURL link resolver, in-house usage of print journals started to climb again, which I used as an argument once again to support having appropriate staffing and budget to maintain services such as our A-Z list, knowledge base, and link resolver. Maybe something like that would help convince your administration that an e-resources person is needed. Does anyone else out there have further suggestions?
Thanks again for your question, and again, I apologize for the tardy reply.

Clint
Wikis for Communication
by Bonnie Tijerina - Wednesday, 29 March 2006, 08:49 AM

Clint - I just listened to your presentation this morning and you and Dana Walker both talked about your dept. wikis (or creating ones in the future). Soon we at GA Tech will have our E-Resources Coordinator in Acq. (I'm E-Resources Coordinator in Collection Development) and I will be working closely with this person so I'm trying to figure out the best ways to communicate cross-departmentally between us and our staff.

Clint - what are your thoughts on how you will organize/structure the wiki at first?
And Dana, after your team has used a wiki for a while, what does the structure look like?
I'm very familiar with wikis, but my bigger concern is how to create the environment for communication within the wiki (at least initially) so people see the value.
Any advice would be appreciated!
Bonnie

Re: Wikis for Communication
by Dana Walker - Wednesday, 29 March 2006, 11:56 AM

Hi Bonnie,

Here's the url for our wiki,
http://ugaskxprojectmanagement.pbwiki.com/

it's called sfx project management but it's not really restricted to that topic.
we're hoping to move to a uga library supported wiki soon, but until then we're using this free one.

we don't really have a structure. we each have individual folders and we created 1-4 quarter projects. but then we just started adding stuff.

we'll probably start using it for documentation and other procedures. maybe with a publisher/platform, vendor based structure.

it's really just seat of the pants and only for the three of us who manage the electronic resources. not intended for use outside the dept.

Bonnie

Re: Wikis for Communication
by Clint Chamberlain - Wednesday, 29 March 2006, 11:59 AM

Bonnie,

So far we're experimenting with our wiki at jotspot.com -- I figure we'll get the basics up and running on that before migrating the content to a wiki based on a server here at the university.

Right now I've divided our wiki into two main areas: "Procedures" and "Projects." The "Projects" section is really more wishful thinking than anything else right now, but I envision it as a section wherein we can post information about ongoing special projects and store shared documents related to them. The "Procedures" section is the area my team is focusing on first. So far I've subdivided it into different pages for the different major tasks my team performs (processing new titles, handling changes from print to electronic, that sort of thing), and I'm using each page as a repository for documents related to those tasks. Once everything is set up, each member of the staff will take some time during the day to document the tasks they perform. One thing I'm going to ask each staff member to do is set up the RSS feeds that jotspot.com provides -- I'll set up feeds so that I can monitor all changes, but staff can set up feeds to monitor only those pages that directly affect them. Hopefully the feeds will help everyone stay abreast of changes. It's all a work in progress, though, so we'll have to wait and see how it works.

I'm curious: do other types of wiki software allow for RSS feeds?

Clint
RSS feeds and wikis
by Charlene Barina - Wednesday, 29 March 2006, 02:18 PM

Fyi, yes indeed other wikis allow for RSS feeds. I know that tikiwiki does, and I know that Julie Griffin has some experience with another wiki - pmwiki or something like that?

Side note - I'd have to look more closely at moodle here, but there is a feature to allow rss feeds and a feature to allow localized, course-specific wikis - see Selden's section - alternatives to licensing - for a wiki in moodle. I just don't know whether that wiki-in-a-moodle scheme can grow a RSS feed.

Re: RSS feeds and wikis
by Charlene Barina - Wednesday, 29 March 2006, 03:03 PM

Oh, right. url for tikiwiki is http://tikiwiki.org

Re: Wikis for Communication
by Elizabeth Winter - Wednesday, 29 March 2006, 02:29 PM

GSU has had an internal wiki set up for over a year, though it's just now catching on more widely with faculty and staff.

One early application we found it good for is a page where we post quotes for electronic resources. We were finding that sometimes more than one person in the Library would ask a particular vendor for a quote on a resource we were considering, say, in a period of a few months. This info. would languish in someone's email archive, and the lack of centralization would lead to multiple requests. This, of course, was a waste of everyone's time. Now whenever anyone obtains a quote for an electronic resource, ("ideally") s/he posts it to the quotes page on the wiki. As quotes become out-of-date at least annually, the wiki allows us to keep updated pricing information for items on our longer-term wish list in one place. We're training people to check the wiki before asking for new quotes. When we purchase a resource, we just deprecate the sub-page created for the quote for that resource.

We are also using our wiki for posting policies, procedures, collaborative projects, and ideas for various departments. We're using it for our reference desk manual, and even have a page for sharing local restaurant suggestions.

Ours is powered by OpenWIKI: http://openwiki.com/
We haven't set up any RSS feeds. I'm not sure if they are possible with OpenWIKI....